

## Constructive Conflict Management: *The Choices We Make (CCM)*

### COURSE NUMBER    **FAA01318**

For information about this course, contact:  
FAA Program Manager: Roberta Sappington, Ph.D.  
(386) 446-7251

---

### DESCRIPTION AND LEARNING STRATEGY

Constructive Conflict Management: *The Choices We Make* is designed for participants to learn the theory behind conflict management strategies and gain practical experience in conflict collaboration.

Methodologies include lecture, discussion, small and large group activities, self-assessment, and skill practices.

### OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Recognize your conflict management style and the styles of others
- Practice collaborating with others to address and resolve conflict.
- Practice communicating effectively during conflict situations.
- Employ techniques to proactively approach conflict.
- Employ techniques to diffuse conflict when it begins to escalate.
- Employ techniques to learn from conflict.
- Exhibit behaviors that demonstrate knowledge of the behaviors that promote effective, collaborative work relationships.

### RELATED COMPETENCIES

- |                                     |   |
|-------------------------------------|---|
| • Building Teamwork and Cooperation | • Integrity and Honesty                 |
| • Communication                     | • Interpersonal Relations and Influence |
| • Developing Talent                 | • Problem Solving                       |

This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

### CLASS SIZE

15 participants

### LENGTH

2 days

(9:00 a.m. – 4:00 p.m.)

12 hours

### LOCATION

Customer site or  
FAA Center for  
Management and  
Executive Leadership  
Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY 07 Schedule](#))

### WHO SHOULD ATTEND

FAA Managers

### ENROLLMENT

To enroll, contact your line organization's training coordinator.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Building Effective  
Agreements  
([FAA01179](#))

Labor Management  
Relations  
([FAA01205](#))

Systems Thinking  
([FAA01277](#))